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Alabama interChange Project

Alabama interChange Long Term Care Admission Notification User Manual

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Table of Contents

1. Introducing Alabama Long Term Care (LTC) Admission Notification

Thank you for using Electronic Data System (EDS) Alabama Long Term Care (LTC) Admission Notification. This software enables you to submit electronic LTC Admission Notifications on behalf of Alabama Medicaid recipients. Providers who submit admission notifications to Medicaid electronically receive the following benefits:

- Quicker admission notification turnaround

- Quicker admission notification corrections for notifications with errors

Alabama LTC Admission Notification is available at no charge to Alabama Medicaid providers. It provides installation procedures and a contact number for the EDS Electronic Media Claims (EMC) Help Desk, whose commitment is to assist Alabama Medicaid providers with electronic eligibility, claims, and medical eligibility application submission.

Chapter 1, Introducing Alabama LTC Admission Notification, is comprised of three sections:

- What You Need to Know to Use Alabama LTC Admission Notification, which provides definitions for important electronic admission notification submission concepts.

- How to Use this Manual, which describes the contents of the user manual.

- Where to Get Help, which provides a contact list for the EMC Help Desk and other EDS personnel who can assist you with Alabama LTC Admission Notification related questions.

1.1 What You Need to Know to Use Alabama LTC Admission Notification

Below are some terms and concepts that will enhance your ability to use Alabama LTC Admission Notification:

Batch

The most important concept to understand about Alabama LTC Admission Notification is that it enables users to submit admission notifications in groups or batches.

Batch submission refers to sending groups of admission notifications to EDS. A batch may contain one record or many records. These transactions are not sent directly to the EDS system, but to an intermediary referred to as the Web Server. The EDS system accesses the Web Server each evening Monday through Friday and downloads any batches providers have placed there. The next morning after the batches have been received and processed by EDS, providers can inquire for a response using the software.

Using a Personal Computer

Alabama LTC Admission Notification operates in a Microsoft® Windows™ environment. The software is very user-friendly and features point-and-click functionality similar to Windows applications.

To use Alabama LTC Admission Notification, you should have basic knowledge about personal computers and be able to navigate in Microsoft Windows. Specifically, you should know how to:

▪ Use a mouse, drop down menus, and navigation buttons.

▪ Toggle between open windows on your desktop.

▪ Determine some information about your personal computer's (PC) hard drive and be able to distinguish between a hard drive and a disk (or CD) drive. For instance, you should know how much Random Access Memory (RAM) you have, and how much disk space (space available on your hard drive) you have. Chapter 2, Installing Alabama LTC Admission Notification, describes archiving, file retention, and other subjects that have an impact on your PC's available space.

▪ Access the Windows Control Panel. Section 2.4, Setting up Personal Options, provides a brief description of how to use the Control Panel to research information about your modem.

▪ Determine a file and path name as necessary. The path name refers to a specific drive (for instance, your hard drive) and folders within those drives, if applicable.

Your Microsoft Windows user guide should give you information about these topics if you aren't already familiar with them.

Using a Modem

Providers must have a modem. Your modem may be part of your PC, or attached to your PC, and it must also be attached to a working phone line. If you plan to submit batch transactions and you live outside the Montgomery calling area, you must be able to place a long distance call over the phone line. Section 2.4, Setting Up Personal Options, describes how to set up Alabama LTC Admission Notification with your modem information.

Alabama LTC Admission Notification User Manual versus the Alabama Medicaid Provider Manual

The Alabama LTC Admission Notification User Manual describes how to complete the electronic admission notification form correctly to enable you to submit notifications that process correctly. It does not provide program-specific information. This user manual explains how to:

▪ install and set up Alabama LTC Admission Notification

▪ navigate in Alabama LTC Admission Notification

▪ complete the required and optional fields on the electronic forms

▪ submit transactions

If you did not receive a copy of the Alabama Medicaid Provider Manual, contact EDS Provider Relations at 1 (800) 688-7989 or download a copy of the manual from the Alabama Medicaid Home Page at http://www.medicaid.alabama.gov.

1.2 How to Use This Manual

This manual is comprised of the following chapters:

	Chapter Title	**Contents**
1	Introducing Alabama LTC Admission Notification	Describes what you need to know to use Alabama LTC Admission Notification, how to use the user manual, and who to contact if you have questions.
2	Installing Alabama LTC Admission Notification	Covers equipment requirements, getting a copy of Alabama LTC Admission Notification, installation procedures, setting up personal options, and other maintenance options such as database recovery.
3	Getting Around	Describes general navigation concepts of Alabama LTC Admission Notification.
4	Customizing	Describes how to build lists for values you use over and over, such as recipient or provider numbers. This increases your ability to submit correct Notifications quickly and efficiently.
5	LTC Admission Notification Form	Describes the LTC Admission Notification form fields.
6	Retrospective Review	Describes the Medicaid Agency process of retrospective review of documentation. Although this is not specifically related to the software, it is necessary to understand the importance of adhering to policy rules regarding documentation required prior to submitting admission notifications and the consequences of not adhering to policy.
7	Nursing Home	Describes how nursing home providers complete the form.
8	Hospice	Describes how hospice providers complete the form.
9	ICF/MR	Describes how ICF/MR providers complete the form.
10	MR and LAHW	Describes how MR and LAHW providers complete the form.
11	Elderly and Disabled, HIV/AIDS, and SAIL	Describes how Elderly and Disabled, HIV/AIDS, and SAIL providers complete the form.
12	Receiving a Response	Describes how to resubmit a batch and understand the corresponding submission reports. It also discusses diskette submission and response.
13	The Web Server	Describes what steps to take when connecting to the web server to update your Web password.

Many of the manual chapters feature step-by-step instructions with illustrations. Throughout the manual, note boxes draw the reader's attention to important concepts.

1.3   Where to Get Help

As you become more familiar with Alabama LTC Admission Notification, you will probably refer to this manual less often. EDS provides this paper user manual to ensure you access to as much information as possible about Alabama LTC Admission Notification.

If you still have questions, or if you should encounter difficulty using Alabama LTC Admission Notification or dialing into the EDS system, contact the EMC Help Desk at 1 (800) 456-1242.

The Help Desk staff is available from 7:00 a.m. to 9:00 p.m., central standard time (c.s.t.), Monday through Friday.

2. Installing Alabama LTC Admission Notification

This chapter covers equipment requirements, instructions on obtaining a copy of Alabama LTC Admission Notification, installation procedures, setting up personal options, installing software upgrades, and other maintenance options such as archiving and database recovery.

2.1   Equipment Requirements

Before installing Alabama LTC Admission Notification, you must ensure you have the proper equipment. Alabama LTC Admission Notification is designed to operate on a personal computer with the following equipment requirements:

Minimum	Recommended
Internet Explorer Version 6.0 or Netscape Browser Version 8.1	Internet Explorer Version 6.0+ or Netscape Browser Version 8.1.2
Pentium II	Pentium III
Windows 2000	Windows XP
64 Megabytes RAM	128 Megabytes RAM
800 x 600 Resolution or higher	1024 x 786 Resolution or higher
28.8 Baud Rate modem (required only for dial-up transmission)	56K Baud Rate modem (only for dial-up transmission)
CD/ROM drive	Printer with 8pt MS Sans Serif font (Optional)
100 Megabytes free Hard Drive space	
Dial-Up Networking (If user has no ISP, Internet Service Provider)	

A printer is optional, but recommended.

To check or change the Windows resolution, click the Start button and select Settings, then Control Panel. In the Control Panel screen, click the Display icon and once it opens select the Settings Tab. Be sure the Screen Area field shows a resolution of 800 x 600 or higher.

Note: Providers who wish to install Alabama LTC Admission Notification on a Local Area Network (LAN) or configuration other than a standalone personal computer should contact the EMC Help Desk at 1(800) 456-1242 for instructions.

2.2   Getting a Copy of Alabama LTC Admission Notification

You can receive a copy of the software CD/ROM by contacting your EDS Representative or calling the EMC Help Desk at 1(800) 456-1242. EDS will send you one CD/ROM with accompanying documentation. Please allow three to five business days to receive the package.

Alabama LTC Admission Notification is available for PCs running Windows 2000/XP. After installing the program, store the CD/ROM in a safe place. In the event the program and files are damaged or deleted while on your PC, you must re-install Alabama LTC Admission Notification from the CD/ROM.

2.3   Installation Procedures

You should install your Alabama LTC Admission Notification software only once, unless the software is damaged while on your PC. This section describes installation procedures from the CD/ROM.

Installing from the CD-ROM

Providers are strongly encouraged to exit all other Windows programs before running the setup program. This includes MS Word, e-mail systems, or other applications.

This section provides step-by-step instructions for installing Alabama LTC Admission Notification on a PC running Windows 2000/XP.

Windows NT has some special installation instructions. EDS can fax or email a copy of the instructions upon request. Contact your Provider Relations Representative or the Provider Assistance Center at 1 (800) 688-7989 for Windows NT installation instructions.

Installing from CD

To install the software from a CD, begin the process by inserting the CD in your CD drive (The installation should begin automatically). The Welcome screen should appear next, Click NEXT. Be sure to follow and read all installation prompts before proceeding to the next step.

When the installation is complete, a window will appear that asks for the user ID and password to logon to the software. This is because the LTC software is compliant with the new HIPAA security regulations. The first user ID is for the designated system administrator (pes-admin) and will require the input of an initial password. This password is on the coversheet you receive in the packet containing your CD. This should be changed to a password known only to the person responsible for maintaining the security for the LTC software.
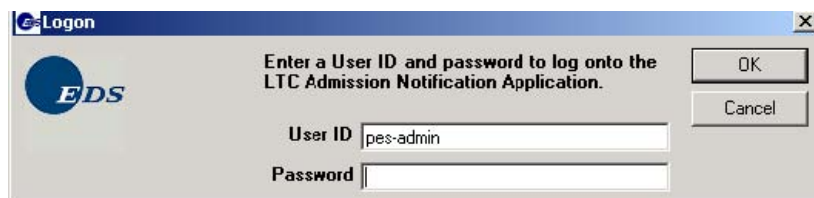
The 'pes-admin' is responsible for assigning a user ID and initial password for each person accessing the software. Each user will then be prompted to change that initial password to a personally recognized password.

2.4   Setting Up Personal Options

The Alabama LTC Admission Notification packet you received contains a cover sheet with data specific to your provider number. You will need this data to set up your personal options. If you do not receive a copy of this cover sheet with your packet, contact the EMC Help Desk at 1 (800) 456-1242. You will not be able to use Alabama LTC Admission Notification to submit batch without this information.

To use Alabama LTC Admission Notification, you must set up your personal options, including the following:

▪ Logon IDs and passwords, as provided to you by the EMC Help Desk.

When you access Alabama LTC Admission Notification for the first time, the following message displays:
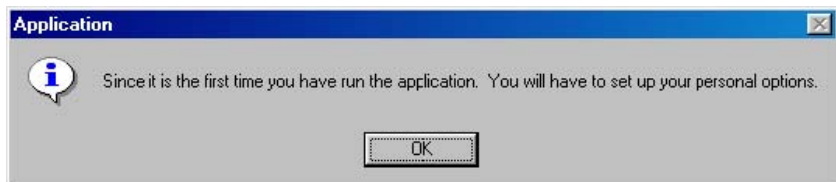
Click OK to access the Options window.

You can also access this window by selecting Tools>>Options from the menu bar.

The Options window contains five tabs and four main buttons, described below:

Tabs

Tab	Usage
Web Tab	Use this tab to set up method of connection.
Batch	Use this tab to set up Trading Partner ID, Web logon ID, and password to log into the Web Server.
Retention	Use this tab to establish retention settings for archive days, batch information, verification information, and logs.

Buttons

Button	Usage
Print	Use this button to print options selected for all of the tabs.
OK	Use this button to save the information added or modified.
Close	Use this button to close the Options window.

2.4.1 Web Tab

Users access the Web tab to modify their method of connection to the Medicaid Submission site. A sample Options window displaying the Web tab is pictured below:
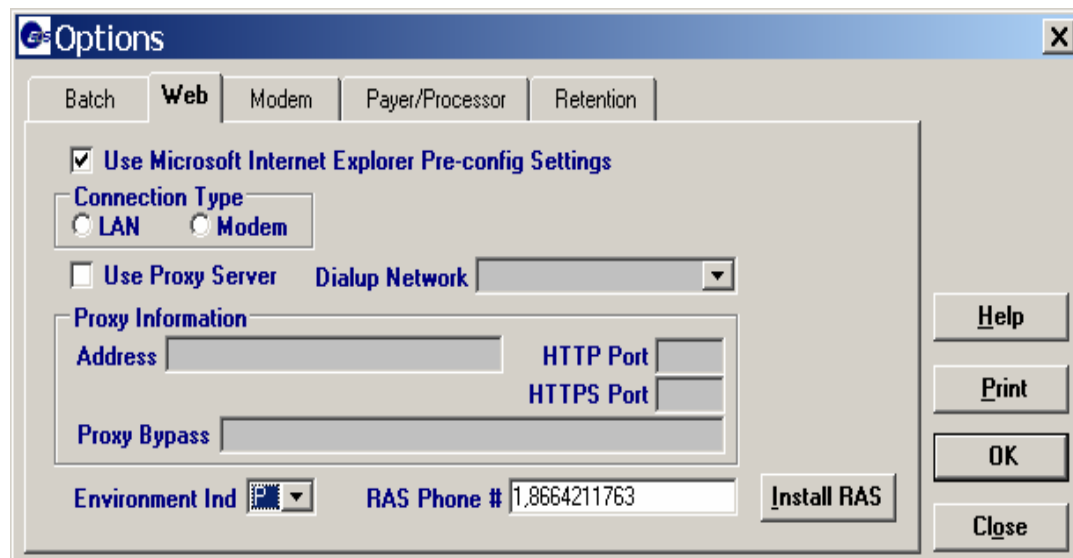
Field	Guidelines
Use Microsoft IE Pre-config Settings	If checked, the pre-config settings within your Internet Explorer will be accessed to connect to the batch submission website.
Connection Type	If the Internet Explorer Pre-config Settings option is **not** checked, you must choose either LAN or Modem to identify how the PC connects to the Internet.
Use Proxy Server	If the Internet Explorer Pre-config Settings option is **not** checked and your Internet access is filtered through a Proxy Server check this setting.
Dialup Network	If you choose the Modem Connection Type, you must select one of the Dialup Networks from the drop-down box. If you do not have an option listed, follow the instructions for the Install RAS button.
Proxy Information – Address	To obtain the address of your proxy server right-click on the Internet Explorer icon and left-click on properties. Click on the Connections tab and enter the LAN Settings to obtain the proxy address.
HTTP Port	To obtain the HTTP Port of your proxy server right-click on the Internet Explorer icon and left-click on properties. Click on the Connections tab and enter the LAN Settings. Click on Advanced and review the Port information for HTTP:
HTTPS Port	To obtain the HTTPS Port, follow the instructions above under HTTP Port and enter the Secure port number in this field.
Proxy Bypass	The Proxy Bypass information is found on the same window as the HTTP and HTTPS ports in the Exceptions text area.

Environment Ind   Choose the best value to indicate if the submission is Production or Test. Remember, if you have your indicator as Test your claims will not be paid.

RAS Phone #   If you use a dialup modem, enter 1,8664211763, If your phone service requires additional dialing features you may adjust this number to add those features. Such as dialing a '9' to get an outside line would be entered as: 9,1,8664211763

Install RAS   If you choose to use a dial-up modem to connect to Medicaid, you must choose a Dialup Network option provided. If you have no option provided, press the Install RAS button and the option AL RAS will be available to you.

                        NOTE: Due to a delay in installing RAS, the user may have to click on the 'LAN' option and then back to the 'Modem' option for the RAS Dial-up Network to display.

2.4.2 Batch Tab

Users access the Batch tab to enter a trading partner ID, web logon ID, password and the requesters contact information. A sample Options window displaying the Batch tab is pictured below:

Field	Guidelines

Trading Partner ID   If you have used the software previously, continue using the same trading partner ID. If you need a new trading partner ID, If you need a new trading partner ID, complete the trading Partner request form, which can be obtained from the AL Links page at https://www.medicaid.alabamaservices.org/ALPortal or contact the EMC Helpdesk at 1 (800) 456-1242 for assistance.

Field	Guidelines
Entity Type Qualifier	Choose the best value to indicate if this request comes from a person or non-person. A non-person would refer to a group or facility. A person would indicate an individual billing provider.
Web Logon ID	If you have used the software previously, continue using the same web logon ID. If you need a new web logon ID contact the EMC Helpdesk at 800-456-1242.

2.4.3 Retention Tab

Users access the Retention tab to establish retention settings for archive days, batch information, verification information, and logs. A sample Options window displaying the Retention tab is pictured below:

Retention settings indicate the number of day's worth of data the software should save. Users may set retention settings as required, or may retain the default settings. Click OK to save the information.

Increasing the retention settings results in more data being saved to your hard drive. Alabama LTC Admission Notification enables you to archive most of types of data generated by the system. There may be a better alternative to increasing your retention settings. For more information, refer to Section 2.6, Other Maintenance Options.

2.5 Installing Software Updates

Occasionally, EDS will release updates to Alabama LTC Admission Notification. You will be notified how to receive the upgrade.

Receiving Notification of Upgrades

EDS notifies providers of software updates in two ways:

- Update notices in the Provider Insider, the Alabama Medicaid bulletin
- Mail out to all providers that use admission notification software

2.6 Other Maintenance Options

The Tools menu options enable users to archive data, recover the database, and set up options. Setting up options is covered in Section 2.4, Setting up Personal Options.

2.6.1 Archiving

Archiving data is the process used to keep the size of your data small enough for it to be useful, while maintaining historical records of the forms you have entered.

Archiving is designed to make management of forms easier and to keep the space on your hard drive used by the Alabama LTC Admission Notification application to a minimum.

One of the options available under Tools>>Archive>>Create is the setting that controls how many days of forms you wish to keep online on your PC. The standard setting is 30 days; however, you may select whatever setting best suits your needs. This means that when you select Tools>>Archive>>Create Archive from the menu bar, you will keep a copy of any form which was submitted more than 30 days ago. The form is copied to a compressed file and then deleted from your database. Forms submitted in the past 30 days are still accessible through the Alabama LTC Admission Notification database.

You can store the compressed file on a diskette or leave it on your hard drive. Forms that are ready to be submitted (that have a status of 'R') are not archived, but remain on your online database until you have submitted or deleted them. Forms that are incomplete (that have a status of 'I') and are older than the archive data are deleted during the archive process and are not saved on the archived files.

This section describes how to create an archive and how to restore archived files.

Create Archive

If running Alabama LTC Admission Notification on a network, other users must exit the application (must not be viewing, adding, or modifying any forms or lists) before you create an archive. The user creating the archive should have the only open copy of the software while the process runs.

Archive occurs automatically when selected.

To create an archive, select Tools>>Archive>>Create from the menu bar.

After verifying that all forms and lists are closed, click OK to open the Archive Forms window:

Using the Archive Forms window, you can:

- Select all the form types to archive by clicking the Select All button (click on Deselect All to deselect). You may also select the specific form type to archive by clicking on the form type.

- Change the default directory and the name of the file to archive by typing the path name in the Archive file field, or by clicking on the Browse button.

- Change the number of days used to archive the forms (This change applies to the current session only. Select Tools>>Options>>Retention Tab to change the number of retention days for all future sessions.

Select OK to archive the selected forms. Select Cancel to exit the archive function.

You can use the mouse (click once with the left mouse button) to select one form at a time, or multiple form types for archiving.

Restore Archive

The Restore Archive process enables users to recall forms from an archive file and put them back into the online database.

2.6.2 Database Recovery

There may be times when there is a problem with your database. The Database Recovery option is designed to help you work with the EMC Help Desk personnel to fix problems with your database.

Compact Database

Compact is used to make the database files smaller and better organized. When you use this option, an empty space is created in the database where that form used to be. Compact will release all the empty space so that it is available for you to use again.

Repair Database

Repair will attempt to validate all system tables and all indexes. Generally, this feature is helpful when you are having trouble accessing your data. The EMC Help Desk staff will let you know when this is necessary. You may use this feature any time you feel that it would be helpful.

Compact is recommended after the Repair.

Unlock Database

Sometimes errors will cause database locks. The database may lock when you are submitting forms, archiving forms, restoring forms, and sometimes when you are adding or editing forms. Use the Unlock feature to unlock the database tables.

3. Getting Around Alabama LTC Admission Notification

This chapter describes general navigation concepts of Alabama LTC Admission Notification.

3.1 Navigating in Alabama LTC Admission Notification

Before you begin using Alabama LTC Admission Notification, review the following section and learn how to navigate through the admission notification with your keyboard and mouse.

Navigating through Alabama LTC Admission Notification is similar to other Windows-compatible applications. The navigation options available are menus, toolbars, and command buttons. Your mouse and keyboard enable you to access these navigation options. Use your mouse to point-and-click as a method for navigating through Alabama LTC Admission Notification.

Below are samples of the menu and icon toolbars that display on the Alabama LTC Admission Notification main window:
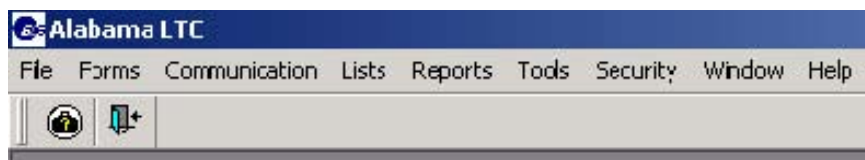
This section describes the menu and icon options available with Alabama LTC Admission Notification.

3.1.1 Menus

Alabama LTC Admission Notification uses menus to navigate throughout the admission notification. The menu options change depending on what window you access. When you first open Alabama LTC Admission Notification, the main menu displays. You can access items on a menu using the mouse. You can also access these items by clicking on their icon.

The list below provides two methods for accessing the LTC Admission Notification form from the Forms menu option:

Position your cursor over the Forms menu option and click the left mouse button to display the drop down menu.

Position your cursor over the LTC Admission Notification and click once with your left mouse button to display the LTC Admission Notification form.

Click on the LTC Admission Notification icon

Refer to Section 3.1.2, Icons for a listing of main menu icons.

The following options are accessible from the main menu.

This menu option…	Allows you to …
File	Exit from the application.
Form	Select the LTC Admission Notification form.
Communication	Submit batches of LTC Admission Notification forms and process batch responses. Resubmit batches of forms. View Verification. View Communication Log files. View responses.
Lists	Add and edit reference lists, which allow you to collect information to be auto plugged in the LTC Admission Notification form.
Reports	Print summary or detail reports with information from forms or reference lists.
Tools	Create and work with archives, perform database maintenance, retrieve upgrades, and change your options. The Options selection allows you to set up communications options and determine retention settings.
Security	Add, delete and restrict users other than the administrator.
Window	Standard options available for most Windows compatible applications.
Help	Displays the version and copyright for Alabama LTC Admission Notification.

3.1.2 Icons

The Icons toolbar displays below the menu bar on the main menu. The two icons displayed are:

- Exit

- LTC Admission Notification

Users can position the cursor over an icon to display a brief description.

3.1.3 Command Keys

Like most Windows applications, Alabama LTC Admission Notification, provides the user with command keys. This enables the user to perform actions using either the mouse (point and click) or the keyboard. This section describes them.

Command keys

The table below describes some standard navigation keys available with Alabama LTC Admission Notification.

To do this…	Press this key…
Go to the next field	<Tab> or <Enter>
Go to the previous field	<Shift>+<Tab>
Move backward within a field	Left Arrow

To do this…	Press this key…
Move forward within a field	Right Arrow
Scroll up through a list	Up Arrow
Scroll down through a list	Down Arrow

Note that the list includes function keys (usually located at the top of the keyboard and numbered 'F1' thorough 'F12'), command keys (such as <Alt>, <Shift>, <Tab>, >Ctrl>, and <Enter>, and arrow keys.

Depending on your keyboard, the arrow keys may be located on the numeric keyboard, or in a keypad section separate from the numeric keyboard.

To use arrow keys on the numeric keypad, you will probably press the 'Num Loc' key. Press the 'Num Lock' key again to disable the arrow keys on the numeric keypad, making them display numbers instead.

4. Customizing Alabama LTC Admission Notification

Alabama LTC Admission Notification enables you to build lists for values you use over and over, specifically provider and recipient information. This increases your ability to submit correct admission notifications quickly and efficiently.

This chapter describes three ways to build lists with Alabama LTC Admission Notification and how to use lists when completing admission notifications.

4.1 Building Lists

There are three ways to build lists with Alabama LTC Admission Notification.

- Accessing list windows through the List menu.

- Accessing list windows using short cut keys described in Chapter 3, Getting Around

- Double clicking on certain fields while you are completing an admission notification form. Double clicking on these fields accesses the corresponding list window.

With Alabama LTC Admission Notification, you have the option of building lists as a separate task or building (adding) to them as you submit admission notifications.

To access a list window from an Admission Notification form, double click in the field that corresponds to the list window. For example, while submitting the admission notification form, enter a provider number in the Provider ID field. Double click the Provider ID field to access the list window for providers. The provider number entered in the field displays in the list window. Click the Add button to add it to the list.

You can build the following lists using Alabama LTC Admission Notification:

- Client (Recipient)

- Provider

Each list type corresponds to a list window. Users may add, modify, or delete list records using list windows.

The following table describes the buttons that display on each list window:

Button	Usage
Add	Pressing this button enables you to refresh the Admission Notification screen so you may add a new record. Please note that if you key over data that already displays on the list window and press Save, you will overwrite the previous record. Be sure to press Add before entering a new record. If you forget to do this and inadvertently key over a saved record, press Undo All (see below) to undo the changes.
Delete	Pressing this button enables you to delete the record currently displayed.
Undo All	Pressing this button enables you to undo changes you have made to the record currently being displayed.

Button	Usage
Save	Pressing this button enables you to save the record you just added or modified. The saved record displays on the list at the bottom of the window.
Find	Pressing this button enables you to search for a saved record.
Print	Pressing this button enables you to print the record.
Select	Pressing this button enables you to select the current list record to add to the current transaction.
Close	Pressing this button enables you to close the window.

To Add a New Record to a List

Step	Action
1	Click on the List menu from the toolbar, and select the list to add a record to by clicking on it.
2	Key information into all required fields. You can enter information in any order, or may enter it in the order presented on the record. Click the Tab key to move to the next field.
3	Click the Save button to save the record. The system returns error messages if the record contains errors. Scroll through the error messages and double click on each error to access the field on the record that contains the error.
4	Correct the mistake(s) and then click Save.
5	Click the Add button to add another record.

To Modify a Record from a List

Step	Action
1	Click on the List menu from the toolbar. Select the list to modify by clicking on it.
2	Scroll through the list of records that display at the bottom of the list window. Highlight the record you wish to modify, and perform one of the following: ▪ Key over incorrect data on the record. Press Undo All if you inadvertently overwrite a record. ▪ Press Delete to delete an unwanted record.

To Find a Record in a List

Step	Action
1	Press the Find button to display the Find pop-up window. Options are:
	▪ Find Where
	o Last Name
	o First Name
	o Middle Initial
	o SSN
	o Client ID
	▪ Find What (Users must select an option from "Find Where" to utilize this feature). "Find What" allows a user to filter the search, for example: A user selects "Last Name" from the "Find Where" drop down list. He/she can then enter a specific last name to search by in the "Find What" field.
	▪ Search (select up or down from the drop down list)
2	Once you have entered the search criteria, click the Find Next button with your mouse to search for the next record that matches the search criteria.
	Continue clicking Find Next until you find the record you are searching for, or until the system returns a message indicating there are no records that match the search criteria.
3	Press Cancel when you have finished searching.

4.2   Using Lists

The lists you maintain can speed up your Admission Notification filing process.

When you are submitting an Admission Notification form and you access a field that corresponds to a list (for example, the Client ID field), the system displays an arrow. When you click on the arrow, the system displays a drop down list that contains all records you added to the list.

Scroll through the records and select one. Tab through the field and the system populates the field (and any corresponding fields, such as Client Name and Social Security number) with the information form the list record.

Alternatively, you can double click in any field that corresponds to a list to access the list window. From the list window, you may search for a record, modify an existing record, or add a new record.

Note: The system does not verify the accuracy of the data you maintain on lists, other than requiring data to be the correct length, if applicable.

If you key errors in your list file, (for example, if you transpose digits for a Client (recipient) ID, you may not know you have made an error until you submit the Admission Notification to the Web Server and the Admission Notification is rejected.

If you use lists, please print and review the lists occasionally to ensure their accuracy.

5. LTC Admission Notification Form

This chapter provides general instructions for completing the electronic LTC Admission Notification form.

Users access the LTC Admission Notification form using one of the following methods:

- Selecting the LTC Admission Notification icon from the toolbar

- Selecting Forms>>LTC Admission Notification

The electronic form displays with a single tab: Notification Form.

5.1 Entering Admission Notifications on the Electronic LTC Admission Notification Form

The following is a sample electronic LTC Admission Notification form.

The screen contains three main parts:

- Updateable fields used to enter admission notification data

- Buttons to the right of the form used to save, delete, or modify information entered in the updateable fields.

- List fields at the bottom of the form that enable users to view basic information about several admission notifications. Users may highlight a row to delete, copy, print, or modify an admission notification.

5.1.1 Screen Buttons

Basic button functionality is described in the following table.

Button	Usage
Add	Pressing this button enables you to refresh the Admission Notification screen so you may add a new record. Please note that if you key over data that already displays on the list window and press Save, you will overwrite the previous record. Be sure to press Add before entering a new record. If you forget to do this and inadvertently key over a saved record, press Undo All (see below) to undo the changes.
Copy	Pressing this button enables you to build a new Admission Notification form from an existing Admission Notification.
Delete	Pressing this button enables you to delete the Admission Notification currently displayed.
Undo All	Pressing this button enables you to undo changes you have made to the Admission Notification currently being displayed.
Save	Pressing this button enables you to save the Admission Notification you just added or modified. The saved Admission Notification displays on the list at the bottom of the window.
Find	Pressing this button enables you to search for a saved Admission Notification.
Print	Pressing this button enables you to print the Admission Notification.
Close	Pressing this button enables you to close the window.

5.1.2 List Fields

The list fields at the bottom of the screen display basic information about several admission notifications. This list may be scrolled to view all the admission notifications that are not immediately visible. The list may be sorted by any of the columns to assist the user in locating a desired admission notification. Below is a description of the data that displays in the list fields.

Column	Information
Client Last Name	Displays recipient's last name as entered on the Admission Notification.
Client First Name	Displays recipient's first name as entered on the Admission Notification.
Medicaid ID	Displays recipient's Medicaid number as entered on the Admission Notification.
Submission Date	Displays date Admission Notification was transmitted to EDS.
Status	F = Transmitted R = Ready to transmit A = Brought back from archives

Column	Information
Submission Reason	Displays the submission reason as entered on the Admission Notification.
Admit/Discharge Date	Displays the New admission/Initial assessment/Election date as entered on the Admission Notification.

5.1.3 Error Messaging and Saving

When the user saves an LTC Admission Notification, the system performs edits on the data entered. If the system finds errors, it displays a list of error messages. For example, if all the required fields are not entered, a box like this may appear:
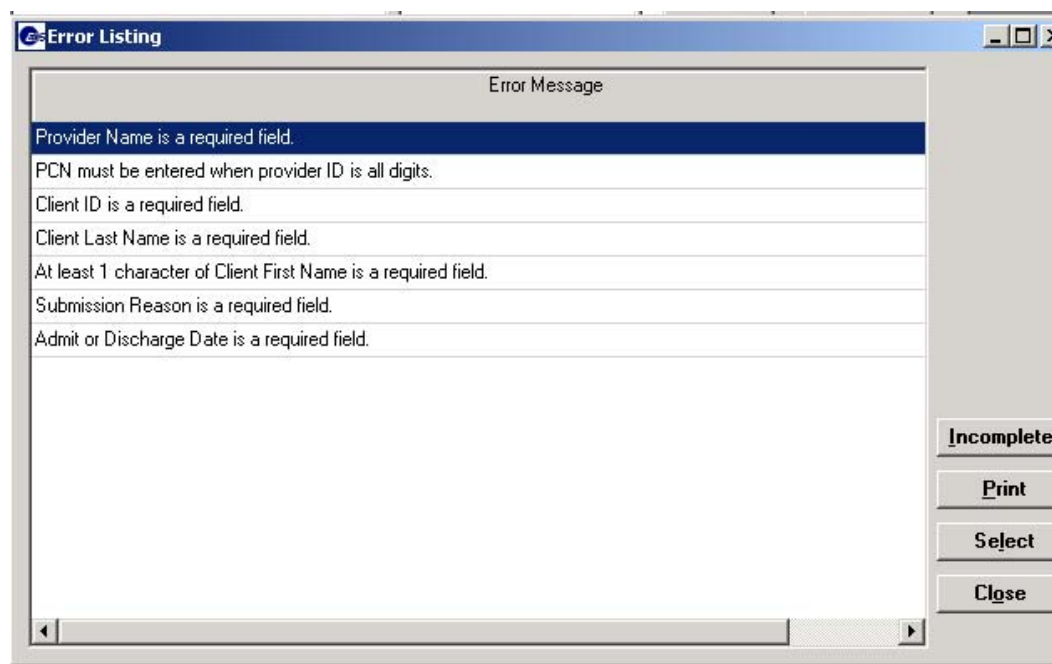
These error messages define the specific location and nature of the error.

To correct an error:

Step	Action
1	Double click on the specific error message in the list to display the LTC Admission Notification. The cursor displays in the field containing the error.
2	Perform updates on the incorrect data.
3	If there are still errors on the LTC Admission Notification, the Error Listing will display again. Continue correcting errors until all data on the screens is entered correctly. The LTC system will not allow you to save an Admission Notification with errors in it.

Step	Action
4	Click Save.
	If there are no more errors, the error messages list does not display and the LTC Admission Notification is completed and saved.
	Note: An admission notification can be unlimitedly corrected or saved prior to transmission to the Web Server.

Additional Error Messages

The LTC Admission Notification also displays error message boxes alerting the user to problems.

For example, if you click on the Add button before saving the admission notification, a message box appears that states, "Do you want to save changes?". Click 'Yes' to acknowledge the error message box and correct the error.

5.1.4 Look-Up Functionality

A look-up field provides the user with the only valid values available for the field. Users may enter the value, or choose it from a drop-down list.

To view the list, click on the arrow to the right of the field. Highlight the desired value by clicking it once with the mouse. The value displays in the field.

There are two look up fields on the LTC Admission Notification form.

- Submission Reason

- Waiver Income

All providers using the LTC Admission Notification form must choose one value from the Submission Reason drop down list. Specific instructions for each provider type are reviewed in appropriate sections following this one.

Submission Reason

The following is an illustration of the Submission Reason drop down list.

New Admission/Initial Assessment/Election	1
Readmission	2
WAIVER Redetermination/PEC Continuation	3
WAIVER Early Redetermination	4
WAIVER Reinstatement	5
Transfer In	6
Death/Discharge/Termination/Revoke	7

Refer to one of the following chapters to review choices specific to your program.

Waiver Income

The following is an illustration of the Waiver Income drop down window.

Waiver providers may choose one of the values displayed in the Waiver Income drop down box. Specific instructions for Waiver providers are reviewed in following chapters.

6. Retrospective Review

Policy

Although the Alabama Medicaid Agency (Agency) has delegated authority of initial level of care determinations to long term care providers, the Agency still maintains ultimate authority and oversight of this process. The Agency will develop and modify level of care criteria, determine provider standards, and develop and implement new policies as deemed appropriate. To ensure that state and federal rules and guidelines are adhered to by long term care providers, the Agency will retrospectively review monthly a 10% sample of admissions, readmissions, and redeterminations of Medicaid recipients served by long term care providers.

Procedures

The Agency professional nursing and medical staff will conduct retrospective reviews of long term care providers on a monthly basis.

Each provider will be notified of records to either mail into the Agency or to have available for onsite review. (The Agency will not be responsible for any cost associated with the copying or mailing of requested documents.)

The Agency professional staff will review requested documents to ensure compliance with state and federal guidelines governing the specific program and to ensure the medical necessity of the services rendered.

The review must be completed by Agency within 30 days from receipt of the requested information from the long term care provider.

The provider must make every effort to send all requested information upon the first request. A checklist will be provided to you to ensure that all documents are included before mailing.

Payment for services will be recommended for recoupment if client records are determined to be deficient or the medical need for the services can not be determined.

The Agency may initiate a second request to providers for the requested information or additional information. If this information is not received, recoupment proceedings will be initiated.

Upon review of the requested documents, the provider will be notified in writing within 30 days if further action will be taken or if additional information is needed (Providers will only be notified if further action is necessary.)

Providers will be notified of their appeal rights including the informal reconsideration as well as the fair hearing process.

7. Nursing Home

Authorized users access the LTC Admission Notification Form screen to view or add the LTC Admission Notification. This screen is used to enter a new admission, readmission, transfer in, or discharge or death of, a recipient to the Medicaid nursing home program.

The following fields are required to add information on the Admission Notification screen.

- Provider Number

- Provider Name

- Client (recipient) Last Name

- Client (recipient) First Name

- Client (recipient) SSN

- Client (recipient) Medicaid Number

- Date of new admission, readmission, transfer in, discharge or death

7.1   Submission Reason Instructions

Policy

Applicants to Medicaid certified nursing facilities must meet the Medicaid approved criteria. Each nursing home must have a designated Registered Nurse who is responsible for determining if a potential resident meets the Medicaid approved criteria for nursing facility care.

Procedure

1. The Agency provides each nursing facility (NF) with all policies and procedures and state and federal guidelines governing admissions and readmissions to the facility and discharges from the facility.

2. The NF designates a qualified medical professional (QMRP) to assess the potential resident and determine the need for nursing facility level of care.

3. Each NF is provided with the Medicaid approved criteria to be used to determine the medical necessity of the admission to the NF.

4. The NF is required to complete all state and federal documents within the timeframes mandated by state and federal rules. If documents are not fully completed in a timely manner, the NF may be penalized and funds may be recouped. These documents include the Admission and Evaluation Data (Form 161), Minimum Data Set (MDS), Level I Screening Form, and the Level II Screening form, when applicable.

5. Once the medical determination has been made, the NF should hold the medical 'approval' in a pending file until the financial award letter has been received. Do not submit admission notifications to EDS until financial eligibility has been established.

6. For applicants that have not been determined to be financially eligible for nursing facility care, the NF should, whenever possible assist with the application process. The applicant and/or sponsor should be referred to the appropriate Medicaid District Office (DO). The DO will notify the NF in writing of the approval or denial of financial eligibility.

7. Once the financial award approval is received, the NF may complete the LTC Admission Notification, using the beginning date of approval on the DO award notice and transmit to EDS. The EDS system accepts or rejects the admission notification and notifies the provider on the next business day when the provider submits for a response.

8. When admission notifications are accepted, the information is automatically written to the Level of Care Assignment Plan table. The NF may at that point begin billing for services rendered.

9. When transmitted admission notifications are rejected, the NF is notified on the next business day when the provider submits for a response. The NF should make the necessary changes and resubmit the admission notification to EDS.

10. Neither the Agency nor EDS will send out Notification letters. The response record titled "NOTIFICATIONS ACCEPTED AND WRITTEN TO FILE" containing the resident's Level of Care Assignment table date segments is your record of 'approval' to begin rendering service.

11. For applications where the level of care (LOC) is questionable, you may submit the Applications to the Long Term Care Admissions/Records Unit for review by a nurse and or a Medicaid Physician.

12. Once a segment is written to the LOC Assignment Plan table, the Agency is the only entity that may make changes. A Request for Action form is completed and faxed with supporting documentation to the Long Term Care Admissions/Records Unit at (334) 353-5901. The requestor is notified by fax when the change is made.

New Admission

Required documents to be maintained:

- Form 161
- Minimum Data Set (MDS)
- Preadmission screening and Annual resident review (PASARR) Information
- Level I request, Determination letter, and Level II, if indicated.

Readmissions

Required documents to be maintained:

- Form 161
- MDS
- PASARR Information, if indicated.

Transfer In Admissions

If you are the facility sending the resident to another nursing facility or hospice provider, the process should be the same as a discharge.

If you are the facility receiving a resident from another nursing facility or hospice provider, the process required is the same as a new admission (see new admission for requirements). However, instead of checking New Admission from the Submission Reason drop down box on the LTC Admission Notification screen, check Transfer In.

Discharges

Residents discharged from the nursing facility should have discharge information submitted using LTC Admission Notification software within 48 hours.

If the resident is transferring from your nursing facility to another nursing home facility, this is a discharge for the "from or sending facility" and processed as a discharge.

Break In Financial

If a resident is already on the LOC Assignment Plan table as medically eligible, and they lose financial eligibility and regain it again but there is NO BREAK IN STAY, the Level of Care Assignment Plan table requires no update.

If a resident is already on the LOC Assignment Plan table file as medically eligible, and they lose financial eligibility, and regain it again but there is a BREAK IN STAY, then follow the discharge and readmission process. The new admission date would be the date the financial eligibility is reestablished.

Convalescent Care or Short-Term Stay

Policy:

Residents who are admitted to nursing facilities for 120 days (formerly known as Convalescent Care) or other short-term stays will be required to apply through the Medicaid DO and will be treated as a nursing home case.

Procedure:

Residents admitted to nursing facilities for short-term stays must apply through the Medicaid DO for financial approval the same as other residents seeking Medicaid reimbursement of nursing facility stays.

Once financial eligibility has been awarded by the Medicaid DO, the LTC Admission Notification Form can be submitted to EDS electronically.

The admission date requested will be the approval date of the medical care level on the Level of Care Assignment Plan table. The end date will be open ended until the resident is discharged.

7.1.1 LTC Admission Notification Form Field Descriptions

Field names are followed by a one-character abbreviation indicating field type.

- R indicates a required field
- O indicates an optional field.

Field	Description
Provider ID(R)	Requires the user to enter the Nursing Home's Medicaid provider number. The field length for provider number is ten bytes. Please note: It is not necessary to key a space in front of your eight byte alpha numeric provider number. If the Nursing Home has received their ten digit National Provider Identifier (NPI) number, enter that in this field.
	This field links to a list file. If the field is clicked, a list appears. Clicking on a specific number will automatically fill in the provider ID, provider name and performing provider ID.
Provider Name(R)	Requires the user to enter the provider name.
PCN (O)	Not required for nursing home program.
Performing Provider ID (O)	Not required for nursing home program.
Client ID (R)	Requires the user to enter the recipient's Medicaid number.
	This field links to a list file. If the field is clicked, a list appears. Clicking on a specific name will automatically fill in the recipient's last name, first name, SSN and Medicaid number.
SSN (R)	Requires the user to enter the recipient's Social Security Number.
Client Name (Last) (R)	Requires the user to enter the recipient's last name. This field links to a list file. If the field is clicked, a list appears. Clicking on a specific name will automatically fill in the recipient's last name, first name, SSN and Medicaid number.
Client Name (First) (R)	Requires the user to enter the recipient's last name.
Submission Reason (R)	Requires the user to choose a submission reason.
	Valid reasons for nursing homes are:
	1. New admission
	2. Readmission
	6. Transfer In
	7. Death/Discharge
Admit or Discharge Date (R)	Requires the user to enter the date of the new admission, readmission, transfer in, discharge or death.
Medicare Begin Date (O)	Allows user to enter Medicare begin date. Complete the Medicare Begin Date information only if the resident has had Medicare coverage just preceding this Medicaid admission.
NH Convalescent Care? (O)	Not required for nursing home program.
Hospice provided in NH? (O)	Not required for nursing home program.

Field	Description
Waiver Reinstatement Begin Date (O)	Not required for nursing home program.
Waiver Reinstatement End Date (O)	Not required for nursing home program.
WAIVER Income (O)	Not required for nursing home program.
Waiver Income Begin Date (O)	Not required for nursing home program.

8. Hospice

Authorized users access the Long Term Care Admission Notification Form screen to add and view data for recipients who are electing the Medicaid Hospice Option. This screen is used to enter an election, transfer in, readmission, discharge, revocation, or death of a recipient to the Hospice program.

Presently, all hospice applications require a medical review by the LTC Admissions/Records Unit in the Agency. For policies and procedures related to hospice admissions, please refer to the Medicaid web site hospice care chapter of the Alabama Medicaid Provider Manual at www.medicaid.alabama.gov.

The Admissions/Records Unit in the Agency is presently the only authorized users that access and update Long Term Care Admission Notifications for the Medicaid Hospice Option.

The following fields are required to add information on the LTC Admission Notification Form screen for Hospice providers.

- Provider Number

- Provider Name

- Client (recipient) Last Name

- Client (recipient) First Name

- Client (recipient) SSN

- Client (recipient) Medicaid Number

- Date of election, transfer in, readmission, discharge, revocation or death

- If applicable, check box if Hospice is provided in the Nursing Home

8.1   Submission Reason Instructions

Policy:

Applicants applying for Medicaid approved hospice services must be certified by the attending physician or hospice medical director as having a terminal illness.

Procedure

1. The Agency provides each hospice provider with all policies and procedures and state and federal guidelines governing election of the hospice benefit.

2. The hospice provider is required to complete all state and federal documents within the timeframes mandated by state and federal rules. If documents are not completed in the required time frames, the hospice provider may be penalized and funds may be recouped. The document required is the Medicaid Hospice Election and Physician's Form (165). If the hospice benefit is being provided in a nursing facility, the hospice provider is responsible for ensuring that the MDS is completed per federal guidelines.

3. Once these forms are complete, the hospice provider ensures that financial eligibility has been established. If there is no financial award, the hospice provider will hold the election form in a pending status until financial eligibility is established. Do not submit LTC Admission Notification until financial eligibility is established.

4. Once financial eligibility is established either through Social Security Administration (SSA) or the appropriate Medicaid DO, the provider may complete and electronically submit the LTC Admission Notification form. The EDS system accepts or rejects the form and notifies the provider the next business day when a response is submitted.

5. When the applications are accepted, the information automatically writes to the LOC Assignment Plan table. The hospice provider may then begin billing for services rendered.

6. When transmitted applications are rejected, the hospice provider has the opportunity make necessary changes and resubmit the LTC Admission Notification.

7. Neither the Agency nor EDS will send out notification letters. The response record titled "NOTIFICATIONS ACCEPTED AND WRITTEN TO FILE" containing the resident's Level of Care Assignment Plan table date segments is your record of 'approval' to begin rendering service.

8. Once the resident's information has been added to the LOC Assignment Plan table, only authorized Medicaid staff can make changes. To request a change, the Operating Agency (OA) or its designee completes the LTC Request for Action form and sends it to the Long Term Care Admissions/Records Unit. Agency will notify the requestor when the change is made.

Election

The following is required information that must be included on all Hospice new elections:

Hospice Election and Physician's Certification Form 165 must be completed. This information must be obtained on the paper format of the form. Original signatures and dates are required. This form is to be maintained in the provider files.

Submission is required on only those Medicaid recipients for whom you are requesting Medicaid payment. However, the paper form is required on all recipients who have Medicaid benefits. This would include those that are dually eligible (Medicaid/Medicare).

The "Hospice provided in NH?" box is to be checked only if the recipient is in a nursing home and the hospice benefit has been elected.

Transfer In Admissions

If you are the facility sending the resident to another hospice or to a nursing facility, the process should be the same as a discharge.

If you are receiving a resident from a nursing facility or another hospice provider, the process required is the same as a new admission (see new admission for requirements). However, instead of checking New Admission from the Submission Reason drop down box on the LTC Admission Notification screen, check Transfer In.

Discharge, Death or Revocation of Hospice Benefits

Residents discharged from the hospice should have discharge information submitted using LTC Admission Notification software within 48 hours.

8.1.1 LTC Admission Notification Form Field Descriptions for Hospice

Field names are followed by a one-character abbreviation indicating field type. R indicates a required field, and O indicates an optional field.

Field	Description
Provider ID(R)	Requires the user to enter the hospice Medicaid provider number. The field length for provider number is ten bytes. Please note: It is not necessary to key a space in front of your eight byte alpha numeric provider number. If the hospice has received your NPI number, enter that number in this field. This field links to a list file. If the field is clicked, a list appears. Clicking on a specific number will automatically fill in the provider ID, provider name and performing provider ID.
Provider Name(R)	Requires the user to enter the provider name.
PCN (O)	Not required for Hospice.
Performing Number (O)	Not required for Hospice.
Client Name (Last) (R)	Requires the user to enter the recipient's last name. This field links to a list file. If the field is clicked, a list appears. Clicking on a specific name will automatically fill in the recipient's last name, first name, SSN and Medicaid number.
Client Name (First) (R)	Requires the user to enter the recipient's first name.
SSN (R)	Requires the user to enter the recipient's Social Security Number.
Client ID (R)	Requires the user to enter the recipient's Medicaid number.
Submission Reason (R)	Requires the user to choose Submission Reason type. Valid reasons for hospice are: 1. Election 2. Readmission 6. Transfer In 7. Discharge/Death/Revoke
Admit or Discharge Date (R)	Requires the user to enter the date of the election, transfer in, readmission, revocation, discharge, or death.
Medicare Begin Date (O)	Not required for Hospice.

Field	Description
NH Convalescent Care? (O)	Not required for Hospice.
Hospice provided in NH? (O)	Allows user to enter a 'check' if Hospice care is provided in a Nursing Home.
Waiver Reinstatement Begin Date (O)	Not required for Hospice.
Waiver Reinstatement End Date (O)	Not required for Hospice.
WAIVER Income (O)	Not required for Hospice.
Waiver Income Begin Date (O)	Not required for Hospice.

9. Intermediate Care Facility for the Mentally Retarded (ICF/MR)

Authorized users access the LTC Admission Notification Form screen, to add and view the LTC Admission Notification information. This screen is used to enter a new admission, readmission, discharge, or death of a recipient to the Intermediate Care Facility for the Mentally Retarded (ICF/MR) program.

The following fields are required to add information on the LTC Admission Notification Form screen for ICF/MR providers.

- Provider Number

- Provider Name

- Client (recipient) Last Name

- Client (recipient) First Name

- Client (recipient) SSN

- Client (recipient) Medicaid Number

- Date of new admission, readmission, discharge, or death

9.1 Submission Reason Instructions

Policy

Applicants to Medicaid certified ICF/MR facilities must meet the Medicaid ICF/MR level of care criteria. Each facility will have a designated QMRP to be responsible for determining if a resident meets the Medicaid approved criteria for ICF/MR care.

Procedures

1. The Agency provides each ICF/MR facility with all policies and procedures and state and federal guidelines governing admissions and readmissions to the facility and discharges from the facility.

2. The facility designates a QMRP to assess the potential resident and determine the need for ICF/MR level of care.

3. Each facility is provided with the Medicaid approved criteria to determine the necessity of the admission for ICF/MR level of care.

4. The facility is required to complete all state and federal documents within the timeframes mandated by state and federal laws. If documents are not fully completed in a timely manner the facility may be penalized and funds may be recouped. These forms include the Form161 and ICF/MR Level of Care Evaluation for Institutional Care (Form 361), physician evaluation, social evaluation, psychological evaluation, and interim rehabilitation plan.

5. Once the level of care determination is made, the ICF/MR will hold the application in a pending file until the financial award letter is received. Do not submit LTC Admission Notification until the financial award letter is received from the Medicaid DO.

6. For applicants that have not been determined to be financially eligible for institutional care, the ICF/MR facility personnel will assist with the application process whenever possible. The applicant and/or sponsor will be referred to the appropriate Medicaid DO. The DO notifies the facility in writing of the approval or denial of financial eligibility.

7. Once the financial award approval is received, the ICF/MR facility personnel will complete the LTC Admission Notification Form using the beginning date of the approval on the DO award notice and electronically submit to EDS. The EDS system accepts or rejects the admission notification and notifies the provider on the next business day when the provider submits a response.

8. When applications are accepted, the information is automatically written to the LOC Assignment Plan table. The ICF/MR facility may begin billing for services rendered.

9. When transmitted applications are rejected, the ICF/MR provider has the opportunity make necessary changes and resubmit the LTC Admission Notification.

10. Once a segment is written to the LOC Assignment Plan table, the Agency is the only entity that may make changes. A Request for Action form is completed and faxed with supporting documentation to the Long Term Care Admissions/Records Unit at (334) 353-5901. The requestor is notified by fax when the change is made.

New Admission

The Admission and Evaluation Data Form (Form 161) should be completed.

ICF/MR Level of Care Evaluation for Institutional Care Form (Form 361), which requires physician original signature, must be maintained in the facility record.

The facility is to complete and have on file a current physical assessment, social evaluation, psychological examination, and individual rehabilitation plan.

Readmissions

Readmissions are processed the same as a new admission. ICF/MR residents cannot be receiving skilled care.

Discharges

If a resident is moving from ICF-MR into the care of the MR program, submit this discharge timely so the MR program can submit their "deinstitutionalized" admission notification.

Residents discharged from the facility should have discharge information submitted using LTC Admission Notification software within 48 hours.

9.1.1 LTC Admission Notification Form Field Descriptions for ICF/MR

Field names are followed by a one-character abbreviation indicating field type.

- R indicates a required field
- O indicates an optional field

Field	Description
Provider ID(R)	Requires the user to enter the ICF/MR Medicaid provider number. The field length for provider number is nine bytes. Please note: It is not necessary to key a space in front of your eight byte alpha numeric provider number. If the ICF/MR has received their ten digit NPI number, enter that here.
	This field links to a list file. If the field is clicked, a list appears. Clicking on a specific number will automatically fill in the provider ID, provider name and performing provider ID.
Provider Name(R)	Requires the user to enter the provider name.
PCN (O)	Not required for ICF/MR.
Performing Provider ID (O)	Not required for ICF/MR.
Client Name (Last) (R)	Requires the user to enter the recipient's last name.
	This field links to a list file. If the field is clicked, a list appears. Clicking on a specific name will automatically fill in the recipient's last name, first name, SSN and Medicaid number.
Client Name (First) (R)	Requires the user to enter the recipient's first name.
SSN (R)	Requires the user to enter the recipient's Social Security Number.
Client ID (R)	Requires the user to enter the recipient's Medicaid number.
Submission Reason (R)	Requires the user to 'check' the type of Medical Admission Notification.
Admit or Discharge Date(R)	Requires the user to enter the date of the New Admission, Readmission, Transfer In, Death or Discharge.
Medicare Begin Date (O)	Not required for ICF-MR
NH Convalescent Care? (O)	Not required for ICF-MR.
Hospice provided in NH? (O)	Not required for ICF-MR.
Waiver Reinstatement Begin Date (O)	Not required for ICF-MR.
Waiver Reinstatement End Date (O)	Not required for ICF-MR.
Waiver Income (O)	Not required for ICF-MR.

Field	Description
Waiver Income Begin Date (O)	Not required for ICF-MR.

10. Mentally Retarded (MR)/Living at Home

Authorized users access the Long Term Care Admission Notification Form screen to add and view the LTC Admission Notification form. The screen is used to enter an Initial Assessment, Redetermination, Early Redetermination, Reinstatement, Transfer In, or Discharge of a recipient to the Mentally Retarded (MR) or Living At Home Waiver program.

The following fields are required to add information on the LTC Admission Notification Form screen.

- Provider Number

- Provider Name

- Performing Provider ID

- Client (recipient) Last Name

- Client (recipient) First Name

- Client (recipient) SSN

- Client (recipient) Medicaid Number

- Date of Initial Assessment, Redetermination, Early Redetermination, Transfer In, or Discharge

- If applicable, Waiver Income type

- If applicable, Waiver Income begin date

10.1 Submission Reason Instructions

Policy:

The requests for MR or Living At Home Waiver are submitted to the OA for data entry. The regional QMRP will determine if the individual meets the Agency's level of care criteria and review the plan of care.

Procedure:

1. The Agency provides the OA with the approved level of care criteria along with any additional policies that govern the level of care determination process.

2. Determination of Medicaid financial eligibility is made by the case manager. They ensure that the appropriate documents are completed and routed to the Medicaid DO. The Application/Redetermination for Elderly and Disabled Programs (Form 204/205) is submitted if financial eligibility is to be established.

3. Individuals seeking approval under the 300% financial eligibility and institutional deeming category who have not had a disability determination must be determined disabled by the Agency Office of the Associate Medical Director.

4. If a disability determination has been made, the OA should complete the Waiver Slot Confirmation (Form 376).

5. A copy of the MR medical application should be forwarded to the appropriate DO with the original Form 376 and Form 204/205.

6. The QMRP completes the level of care determination and reviews the Plan of Care development.

7. The OA is required to adhere to all federal and state guidelines in the determination of the level of care approval.

8. The applicant's physician certifies that without waiver services, the client is at risk of institutionalization.

9. The OA or its designee (case manager) ensures that the applicant has been screened and assessed to determine if the services provided through the MR or Living At Home Wavier will meet the applicant's needs in the community.

10. The OA or its designee develops a Plan of Care that includes waiver as well as non-waiver services.

11. Once financial eligibility is established, the OA transmits the LTC Admission Notification to EDS. The EDS system accepts or rejects the admission notification and notifies the provider on the next business day. The provider must submit for the accepted/rejected response using the LTC Admission Notification software.

12. When admission notifications are accepted, the information is automatically written to the Level of Care Assignment Plan table. The OA or its designee may at that point begin billing for services rendered.

13. When transmitted admission notifications are rejected, the OA or its designee is notified on the next business day. The OA or its designee should make the necessary changes and resubmit the admission notification to EDS.

14. The response record titled "NOTIFICATIONS ACCEPTED AND WRITTEN TO FILE" containing the resident's LOC Assignment Plan table date segments is your record of 'approval' to begin rendering service.

15. For applications where the LOC is questionable, you may submit the Applications to the Long Term Care Admissions/Records Unit for review by a nurse and or a Medicaid Physician.

16. Once the resident's information has been added to the LOC Assignment Plan table, only authorized Medicaid staff can make changes. To request a change, the OA or its designee completes the LTC Request for Action form and faxes it to the Long Term Care Admissions/Records Unit at (334) 353-5901. The requestor is notified when the change is made.

New Admission

The ICF/MR Waiver Application forms must be completed and maintained in the files. The signatures and dates as applicable on this form must be original.

Applications for recipients age 65 and under who have not had a disability determination that have financial forms (204/ 205) attached to them will need to continue to be mailed to the Alabama Medicaid Office, LTC Admissions/Records Unit at 501 Dexter Avenue, P.O. Box 5624, Montgomery, AL 36103.

Re-determinations

Re-determinations must be received in the office no greater than 45 days prior to the re-determination end date or no less than the fifteenth (15) day of the month the re-determination is due. Please see the second bullet under Transfers In if you are the receiving center for a client transferring from one center to another within the same Waiver program.

Original signatures and dates are required on the ICF/MR Level of Care Evaluations and the plan of care. The paper original forms are to be retained at the Center as listed in the first three digits of your nine-digit prior approval number.

Transfers In

There are two different types of transfers. A transfer may occur within an administering agency, simply transferring the recipient from one center to another. Or, the recipient may transfer out of one agency, like Public Health to another agency, like MR.

When a client transfers from one center to another within the same administering agency, no information should be submitted until the re-determination. At the time of re-determination, the center code should be changed to reflect the center providing services at that time.

When a client transfers from one administering agency to another, the original provider who will no longer be providing services must submit a termination.

The new administering agency should submit a new admission (initial assessment).

Discharges

Residents discharged from the center should have discharge information submitted using LTC Admission Notification software within 48 hours.

10.1.1 LTC Admission Notification Form Field Descriptions for MR

Field names are followed by a one-character abbreviation indicating field type.

- R indicates a required field
- O indicates an optional field

Field	Description
Provider ID (R)	Requires the user to enter the provider number.
	This field links to a list file. If the field is clicked, a list appears. Clicking on a specific number will automatically fill in the provider ID, provider name, and performing provider ID.

Field	Description
Provider Name(R)	Requires the user to enter the provider name
PCN (O)	Not required for MR.
Performing Provider ID (R)	Although this is an optional field as defined by the screen entry rules, it is REQUIRED for MR.
	Allows the user to enter the MR or LAHW performing number. This number is critical for MR or LAHW. It is used in the response process to accurately notify the specific center that Medical Approval information is on file at Medicaid.
Client Name (Last) (R)	Requires the user to enter the recipient's last name.
	This field links to a list file. If the field is clicked, a list appears. Clicking on a specific name will automatically fill in the recipient's last name, first name, SSN and Medicaid number.
Client Name (First) (R)	Requires the user to enter the recipient's first name.
SSN (R)	Requires the user to enter the recipient's Social Security Number.
Client ID (R)	Requires the user to enter the recipient's Medicaid number.
Submission Reason (R)	Requires the user to 'check' the type of Medical Admission Notification.
Admit or Discharge Date (R)	Requires the user to enter the date of the new admission, re-determination, transfer in or discharge.
NH Convalescent Care? (O)	Not required for MR.
Hospice provided in NH? (O)	Not required for MR.
Waiver Reinstatement Begin Date (O)	Allows the user to enter Reinstatement Begin Date.
Waiver Reinstatement End Date (O)	Allows the user to enter the original Waiver End Date. This allows the system to correctly 'replace' the original end date.
Waive Income (O)	Allows the user to enter the type of Waiver Income if applicable.
	Valid values are:
	1. 300% slot
	2. Institutionally Deeming
	3. Deinstitutionalized

Field	Description
Waiver Income Begin Date (O)	Allows the user to enter the begin date for the Waiver Income.

11. Elderly and Disabled, HIV/AIDS, and SAIL

Authorized users access the Long Term Care Admission Notification form screen to view or add the LTC Admission Notification. This screen is used to enter an initial assessment, re-determination, reinstatement, transfer in, readmission or termination of a recipient to the Home and Community Based Service (HCBS) program.

The following fields are required to add information on the LTC Admission Notification form screen.

- Provider Number
- Provider Name
- Client (recipient) Last Name
- Client (recipient) First Name
- Client (recipient) SSN
- Client (recipient) Medicaid Number
- Date of initial assessment, re-determination, early redetermination, reinstatement, transfer in, readmission or termination
- If applicable, Waiver Income type
- If applicable, Waiver Income begin date

11.1 Policy Rules

Policy

Requests for HCBS Waivers are submitted to the OA for approval. The OA will determine if the individual meets the Agency level of care criteria and financial requirements.

Procedure

1. The Agency provides the OA with the approved level of care criteria along with any additional policies that govern the level of care determination process.

2. The OA determines if the applicant is financially eligible for Medicaid and ensures that the appropriate documents are completed and routed to the appropriate Medicaid DO. Form 204/205 is submitted if eligibility is to be established.

3. Individuals age 65 and under seeking approval under the 300% financial eligibility or institutional deeming category must be determined disabled by the Agency Office of the Associate Medical Director. These applications should be submitted to Agency LTC Admissions Records Unit.

4. If a disability determination has been made, the OA Nurse Reviewer should complete Form 376.

5. A copy of the HCBS medical application should be forwarded to the appropriate DO with the original Form 376 and Form 204/205.

6. The OA Nurse Reviewer completes the level of care determination and reviews the Plan of Care development.

7. The OA is required to adhere to all federal and state guidelines in the determination of the level of care approval.

8. The applicant's physician certifies that without waiver services, the client is at risk of institutionalization.

9. The OA or its designee (case manager) ensures that the applicant has been screened and assessed to determine if the services provided through the EDW will meet the applicant's needs in the community.

10. The OA or its designee develops a Plan of Care that includes waiver as well as non-waiver services.

11. Upon receipt of the financial award letter from Agency, the LTC Admission Notification is completed and transmitted to EDS. The EDS system accepts or rejects the admission notification and notifies the provider on the next business day when the provider submits for a response.

12. When admission notifications are accepted, the information is automatically written to the Level of Care Assignment Plan table. The OA or its designee may at that point begin billing for services rendered.

13. When transmitted admission notifications are rejected, the OA or its designee is notified on the next business day when they submit for a response. The OA or its designee should make the necessary changes and resubmit the admission notification to EDS.

14. The response record titled "NOTIFICATIONS ACCEPTED AND WRITTEN TO FILE" containing the resident's LOC Assignment Plan table date segments is your record of 'approval' to begin rendering service.

15. For applications where the LOC is questionable, you may submit the Applications to the Long Term Care Admissions/Records Unit for review by a nurse and or a Medicaid Physician.

16. Once a segment is written to the LOC Assignment Plan table, the Agency is the only entity that may make changes. A Request for Action form is completed and faxed with supporting documentation to the Long Term Care Admissions/Records Unit at (334) 353-5901. The requestor is notified by fax when the change is made.

Initial Assessment

The original application with patient and physician signatures and dates must be on file in your office.

Those applications that have financial forms (204/205) attached to them and have NOT had a disability determination made for individual 65 and under will need to continue to be mailed to the Alabama Medicaid Office, LTC Admissions/Records Unit at 501 Dexter Avenue, P.O. Box 5624, Montgomery, AL 36103. Those applications that have financial forms (204/205) attached to them and HAVE had a disability determination made for individual 65 and under should have Form 376 completed and attached by the OA nurse reviewer and mailed to the appropriate DO. The DO will return the financial award notice and at that point, the OA may transmit the LTC Admission Notification.

Re-determinations

Re-determinations should be sent in no more than 45 days prior to the re-determination date and no later than the last day of the month for the system.

The original patient and physician signature dates must be on file based upon the current waiver document. This form must be retained in the case manager's records.

Early Re-determinations

Re-determinations sent in more than 45 days prior to the re-determination date and no later than the fifteenth (15) day of the month in which the re-determination expires.

The original patient and physician signature dates must be on file. Original HCBS form pages 1-4 must be retained in the case manager records.

Reinstatements

A reinstatement from short stay nursing home care brings a client back into Waiver care within the same span of care for which they were originally approved. As a simple example, a client has a date segment span on RW of 06/12/2006 through 06/30/2007. They leave the program altogether on 08/19/2006. (An appropriate termination notification is received and applied to the file) They are to come back to the program on 10/24/2006. To bring the client back into the same span of care requires that EDS be supplied the original end date of 06/30/2007. To accomplish this, chose submission reason Waiver Reinstatement, enter a Reinstatement Begin Date of 10/24/2006 and a Reinstatement End Date of 6/30/2007.

Termination

Clients terminated from the HCBS Waiver should have termination information submitted using LTC Admission Notification software within 48 hours.

Transfers In

Transfers occur between different providers (example: Alabama Department of Public Health and Commission on Aging) or between counties or centers within an agency (example: patient moves from Montgomery County to Shelby County).

When a client transfers from one center to another within the same administering agency, no information should be submitted until the re-determination is due. At the time of re-determination, the county code should be changed to reflect the center providing services at that time.

When a client transfers from one agency to another, the original provider who will no longer be providing services must submit a termination. The new provider should complete a readmission. The new provider will be picking up the time left on the current waiver to their agency provider number. You should receive notification of the termination from the provider and keep this copy in your files. The patient would require a reassessment prior to submitting the readmission on the LTC Admission Notification form of the LTC Admission Notification software.

11.1.1 LTC Admission Notification Form Field Descriptions for Elderly and Disabled, HIV/AIDS, and SAIL

Field names are followed by a one-character abbreviation indicating field type.

R indicates a required field, and O indicates an optional field.

Field	Description
Provider ID(R)	Requires the user to enter the provider number.
	This field links to a list file. If the field is clicked, a list appears. Clicking on a specific number will automatically fill in the provider number, provider name, and performing provider ID.
Provider Name(R)	Requires the user to enter the provider name.
PCN (O)	Not Required by HCBS.
Performing Provider ID (R)	Not required by HCBS.
Client Name (Last) (R)	Requires the user to enter the recipient's last name.
	This field links to a list file. If the field is clicked, a list appears. Clicking on a specific name will automatically fill in the recipient's last name, first name, SSN and Medicaid number.
Client Name (First) (R)	Requires the user to enter the recipient's first name.
SSN (R)	Requires the user to enter the recipient's Social Security Number.
Client ID (R)	Requires the user to enter the recipient's Medicaid number.
Submission Reason (R)	Requires the user to 'check' the type of Medical Admission Notification.
Admit or Discharge Date(R)	Requires the user to enter the beginning date of the Initial Assessment, Re-determination, Early Re-determination, Reinstatement, or the date of Termination from the HCBS program.

Field	Description
Medicare Begin Date (O)	Not required for HCBS.
NH Convalescent Care? (O)	Not required for HCBS.
Hospice provided in NH? (O)	Not required for HCBS.
Waiver Reinstatement Begin Date (O)	Allows the user to enter the beginning date of Waiver Reinstatement.
Waiver Reinstatement End Date (O)	Allows the user to enter the original end date of the previous Waiver segment to correctly 'replace' the original end date.
Waiver Income (O)	Allows the user to 'check' the type of WAIVER eligibility if it applies to this recipient.
Waiver Income Begin Date (O)	Allows the user to enter the start date of WAIVER eligibility. This field becomes a required field if the type of WAIVER eligibility field is completed.

12. Receiving a Response

This chapter describes how to resubmit a batch and understand the corresponding submission reports. It also discusses diskette submission and response.
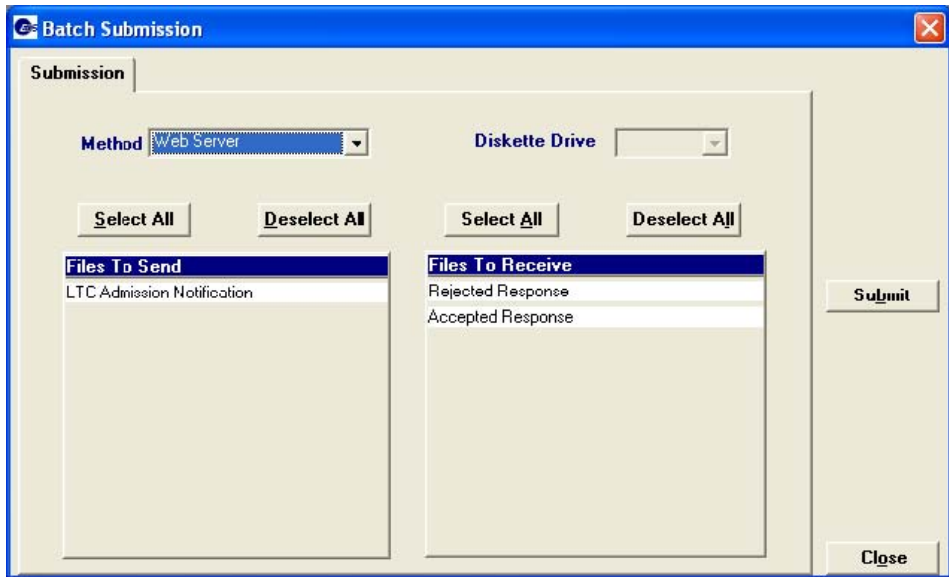
Chapter 12, receiving a Response, contains the following sections:

- Sending batch transactions to the Web Server
- Viewing responses
- Resubmitting batches
- Submitting batches by diskette

12.1 Sending Batch Transactions to the Web Server

Alabama LTC Admission Notification enables you to submit batch (groups of one or more records) transactions to the EDS Web Server for all Admission Notification types. You can send batch transmissions for any combination of record types – for example, you can enter all your daily Admission Notifications for Elderly and Disabled, HIV/AIDS, and SAIL, Hospice, ICF/MR, Form199, and MR, and then submit them all in one batch transmission.

Once you have added and saved all the records you want to include in your batch, perform the following steps to submit a batch transmission:

Step	Action
1	Select Communication>>Submission to display the Batch Submission window, pictured below:
2	
3	Determine whether you want to submit by batch or diskette by selecting the correct submission method from the Method drop down list. See Section 11.4, Submitting Batches by Diskette, for instructions on submitting diskettes to EDS.
4	Determine which files you want to send from the Files to Send list.
5	Choose Select All to select all files to send, Deselect All to undo any selections you have

Step	Action
	made, or use the mouse (click once with the left mouse button) to select one form at a time.

Alabama LTC Medical Admission accesses the Web Server and sends the response. The Communication Log (accessible by selecting Communication>>View Communication Log) provides information regarding the transaction.

When you submit a batch, Alabama LTC Admission Notification accesses the web server and submits the batch. The system displays a 'Submission Successful' message when it successfully completes connection with the host. This does not always mean that a batch was uploaded. Alabama LTC Admission Notification's communication log will indicate the number of files transmitted during the transmission process.

12.2 Viewing Responses

This section describes viewing the communication log and response files.

View Communication Log

This option enables the user to view a log of each transaction that occurs between Alabama LTC Admission Notification and the Web Server. Each occurrence is assigned a file name. Users scroll down the list of file names located at the top of the Communication Log window and click on a row to access the log associated with the file name. The Communication Log displays only the number of bytes to be transferred when uploading the LTC Notification file and whether the submission was successful or unsuccessful. For downloads, it displays the number of files to be downloaded if any, and whether the download was successful or unsuccessful.

View Response

This option enables the user to view a log of each Admission Notification received and accepted by the Web Server.

To receive this information the following steps must be taken:

Step	Action
1	Admission Notifications that are transmitted during the day are taken into the system that evening.
2	The following day, you must select submission, highlight response, and submit to the Web Server for your response files.
3	You will immediately be able to view the response file by selecting View Response.

Response Reports

The information returned to you contains two sections:

- Admission Notifications accepted and written to file

- Admission Notifications not accepted and reason not accepted

The information displayed tells you what dates were added to Medicaid's file so you can begin submitting claims, or tells you why dates were not added to Medicaid's file.

Admission Notifications accepted and written to file.

The information returned contains the recipient's SSN, Medicaid number and name, the provider number (and either performing number or Patient Control Number (PCN) for appropriate Waiver providers), the Submission Reason and admit/discharge date requested, and the dates that are posted to the Medicaid LTC file. The following example illustrates 'accepted' Admission Notifications.

```
Report  : LTC-0006-M                         ALABAMA MEDICAID AGENCY                      Run Date: 07/28/2006
Process : LTCJM006                       MEDICAID MANAGEMENT INFORMATION SYSTEM          Run Time:  10:25:13
Location: LTCPM006                       NOTIFICATIONS ACCEPTED AND WRITTEN TO FILE           Page:        2
                                                 DATE: 07/28/06


   SSN/                       PROVIDER/                            RECIPIENT NAME/                DATES ON FILE
MEDICAID #                    CNTRL/PERF #                       APPROVAL SUBMITTED FOR         DATE ON NOTIFICATION
===========================================================================================================================
===========================================================================================================================


123456789/                    000000000                    DOE                    , MARY        01/09/06-05/19/06
111111111111                                                    REDETERMINATION                   05/19/06

```

Admission Notifications not accepted and reason not accepted.

The information returned contains the recipient's SSN, Medicaid number and name, the provider's number (and either performing number or PCN for appropriate Waiver providers), the Submission Reason, the admit/discharge date requested, and the reason the Admission Notification was rejected. The following example illustrates 'rejected' Admission Notifications.

```
<-> TC34798
Report  : LTC-0005-M                         ALABAMA MEDICAID AGENCY                      Run Date: 07/28/2006
Process : LTCJM005                       MEDICAID MANAGEMENT INFORMATION SYSTEM          Run Time:  13:56:03
Location: LTCPM005                       NOTIFICATIONS NOT ACCEPTED AND REASON NOT ACCEPTED     Page:        1
                                                 DATE: 07/28/07


   SSN/                       PROVIDER/                            RECIPIENT NAME/
MEDICAID #                    CNTRL/PERF #                       APPROVAL SUBMITTED FOR        DATE ON NOTIFICATION
===========================================================================================================================
===========================================================================================================================


112233445/                    00000000                     SMITH                  , JOHN
222222222222                                                    REDETERMINATION                 01/01/2007
            REDETERMINATION REQUEST AFTER SERVICES ON OUR FILE HAVE ENDED

```

Rejection Messages

The follow table details rejection messages and the reason for rejection.

Message	Why?
THIS PROVIDER NUMBER IS NOT ON OUR FILES AS A VALID ALABAMA MEDICAID NUMBER.	An invalid provider number was submitted.
RECIPIENT DOES NOT HAVE FINANCIAL ELIGIBILITY FOR THESE SERVICES.	▪ An invalid recipient Medicaid number was submitted. ▪ The number is valid, but the recipient is no longer eligible for Medicaid. ▪ The number is valid, but the recipient is not in an Aid Category that covers services under the provider that you are submitting.
SOCIAL SECURITY NUMBER AND MEDICAID NUMBER ARE MISMATCHED.	The Social Security and Medicaid number you submitted to not match on our eligibility file.
THIS IS A DUPLICATE OF A PREVIOUSLY SUBMITTED APPLICATION.	If an exact duplicate is received.
RECIPIENT HAS CURRENT PROVIDER ON FILE WITH OPEN ENDED DATE.	Date span submitted overlaps an existing open ended segment on file.
DATES ARE OVERLAPPING A PREVIOUS PROVIDER.	Date span submitted overlaps an existing segment on file.
THIS DATE IS PRIOR TO THE CURRENT SERVICES ON FILE. CONTACT MEDICAID.	Start date submitted is before the start date of the existing record on file.
REQUEST MADE FOR A PROVIDER WITH NO PREVIOUS SERVICES ON FILE.	▪ If a readmission is received and there are no previous services on file. ▪ If a redetermination is received and there are no previous services on file.
YOU ARE NOT THE CURRENT PROVIDER ON FILE. DISCHARGE CANNOT BE APPLIED.	▪ If submitted discharge provider does not match the provider on file. ▪ If discharge is submitted and there is NO provider on file.
OUR FILES SHOW CURRENT SEGMENT IS AFTER THIS DISCHARGE DATE.	If the submitted discharge date is BEFORE the current segment on file.
ENDING DATE ON FILE IS LESS THAN OR EQUAL TO DATE SUBMITTED.	If the submitted discharge dates is AFTER, or the same as ,the end date on file for the same provider.
TRANSFER REQUESTED WITH NO SERVICES ON FILE FOR TRANSFER.	If transfer is submitted and there is NO provider on file.

Message	Why?
INVALID SUBMISSION REASON.	If the submission reason submitted is not valid for the provider type.
RECIPIENT HAS MEDICARE PART A FOR AT-HOME HOSPICE. BILL MEDICARE.	If a hospice at-home admission notification is received and the recipient has Part A Medicare.
REDETERMINATION REQUESTED MORE THAN 45 DAYS BEFORE CURRENT SERVICES END.	If a redetermination is received more than 45 days before the current services end.
REDETERMINATION REQUEST AFTER SERVICES ON OUR FILE HAVE ENDED.	If a redetermination is submitted after the current services on file have ended.
REINSTATEMENT END DATE IS LESS THAN BEGIN DATE.	If reinstatement end date is prior to reinstatement begin date.
RECIPIENT IS STILL ON FILE AS BEING INSTITUTIONALIZED.	If submitted MR admission notification is received indicating deinstitutionalized and the recipient has an open ended ICF-MR segment on file.
TRANSFER DATE DOES NOT MATCH PREVIOUS END DATE	If a transfer is submitted and the transfer date does not match the end date of the previous provider.
PROVIDER NUMBER IS NOT ELIGIBLE FOR THESE BENEFITS	If the provider submitted is not a waiver or long term care provider.
RECOUPMENT ISSUES. CONTACT MEDICAID	If the provider has been notified by the Agency that there are outstanding issues with these services.

12.3 Resubmitting Batches

Selecting Communication>>Resubmission enables users to resubmit entire batches, resubmit records within batches, or to copy batches or records within batches for modification and resubmission.

The Batch Resubmission window displays, enabling users to select from a list of previously submitted batches. The user highlights a particular batch to display all records stored within the batch. The user may perform any of the following:

▪ Click Select All to select all records within a batch for resubmission, then press the Resubmit button to resubmit the batch

▪ Click on one or more records for the batch displayed and press Resubmit

▪ Select the Copy button to copy the entire batch

▪ Click on one or more records for the batch displayed and press Copy

To modify copied records, access the corresponding Admission Notification form and select the copied record from the list that displays at the bottom of the form. Modify and save the record, then submit according to the instructions provided in Section 9.1, Sending Batch Transactions to the Web Server.

12.4 Resubmitting Batches by Diskette

To submit batches by diskette, select Diskette from the Method drop down list on the Batch Submission window. Insert a diskette in your PC's diskette drive. Click on the record type(s) you want to submit. Press the Submit button and follow the directions issued from the system.

Mail the disk to the following address:

EDS Electronic Media Claims (EMC) Help Desk

301 Technacenter Drive

Montgomery, AL 36117

EDS receives the diskette and submits the data using a locally installed copy of Alabama LTC Admission Notification. Communication Logs are sent to the provider.

13. The Web Server

This chapter provides instructions on what steps to take when connecting to the Web Server to update your passwords according to the login IDs provided to you by the EMC Help Desk.

. Users access the Web Server by the following methods:

- Connecting through an Internet Service Provider (ISP)

- Connecting through the RAS (an option provided by the EDS Alabama LTC Admission Notification software)

13.1 Updating and Maintaining Your Web Server Password

Now that you have your Provider Electronic Solutions software, a representative needs to contact one of the following telephone numbers to request a logon ID and password to connect to the Web Server:

- Providers located in Alabama: Contact the EMC Helpdesk at 1-800-456-1242.

- Providers located outside the state of Alabama: Dial (334) 215-0111 and ask for the EMC Helpdesk.

You may connect to the Web Server either through an ISP (Internet Service Provider) or through Remote Access Server (RAS).

Connecting through an ISP (Internet Service Provider)

This section shows you how to logon to the Web Server through an ISP (Internet Service Provider), such as AOL, NetZero, etc.

Step	Action
1	Open your ISP application and connect to the Internet.
2	When you are logged onto the World Wide Web, type in the following URL: https://www.medicaid.alabamaservices.org/ALPortal
3	Continue to Step 3 in Section 13.1.2, Updating Your Password, for further instructions.

13.1.1 Connecting through RAS

Connecting through RAS is an option created by the EDS Alabama LTC Admission Notification software. This section will inform you how to logon to the Web Server through RAS if you do not have an ISP.

This method requires you to have Internet Explorer version 6.0 or Netscape Navigator version 8.1 and a dial-up modem. If you do not have one or the other, you will need to contact your computer administrator to have it set up for you.

Before beginning this process, follow the instructions outlined in section 2.4.1 Web Tab. If you have not, please refer back to the instructions to set up your connection method through 'modem'. You will need to follow the instructions described in the 'Install RAS' and the 'Dialup Network' fields.

Step 1   Open your AL RAS connection. To do so, click on Start >> Settings >> Control Panel >> 'Network and Dial-Up Connections' and open the 'AL RAS' option.

Step 2   Once opened, a screen should appear as shown below: (If you have completed these steps you may continue to **Step 3** in section 13.1.2 Updating your Password for further instructions.)

<u>NOTE</u>: Do **not** adjust the User Name or Password. The default information should remain keyed within these fields. If you have erased either, contact the EMC Helpdesk at 800-456-1242 for the correct password and/or User Name.

Step 3   Click on 'Properties' and click on the 'Networking' tab. A sample screen is pictured
below:
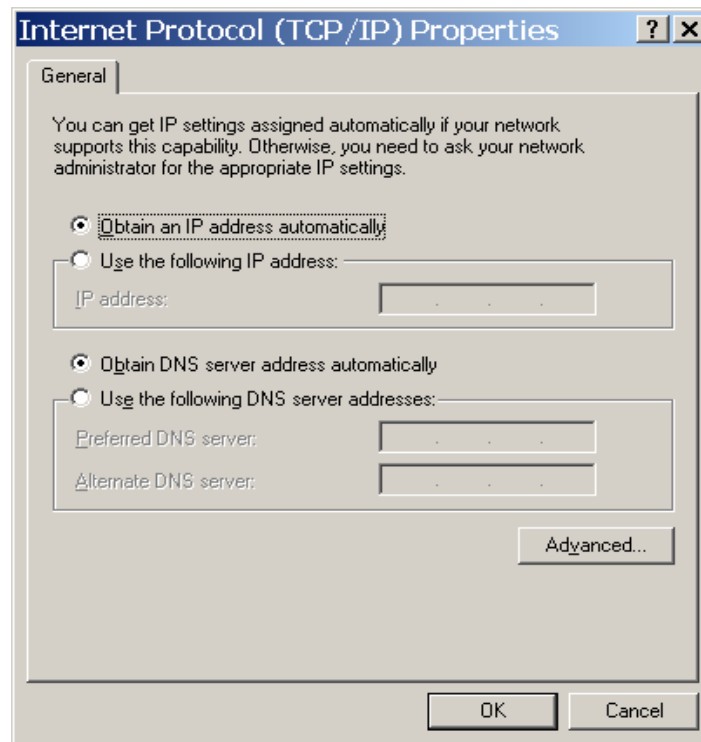
Step 4   Make sure the Internet Protocol (TCP/IP) option is highlighted and click on
'Properties'.

Step 5   Make sure the option for '**Obtain DNS server address automatically**' has been chosen.
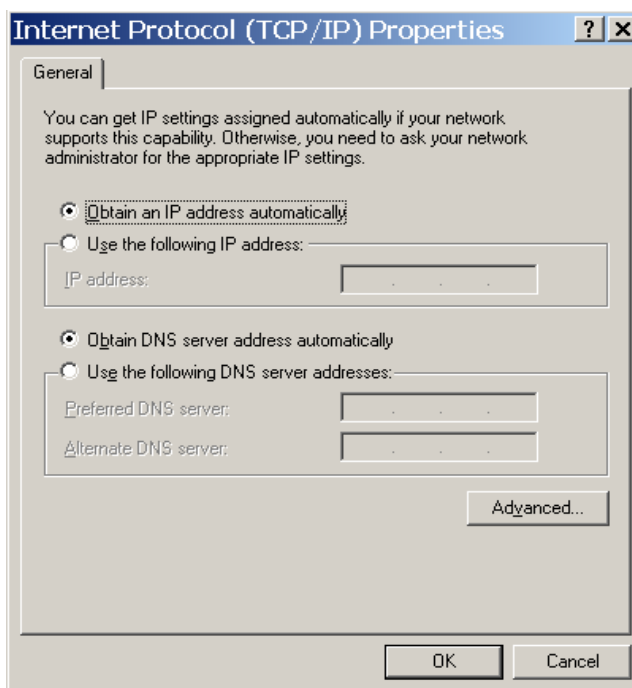
Step 6   Click 'OK' to save your changes. Click on 'OK' to exit the Networking tab.

Step 7   Click 'DIAL' to continue to connect through RAS. This will begin the dial-up process according to the number you entered in the web tab. Refer to section 2.5.2 Web Tab.

Step 8   Once connected you may open your Internet Explorer or Netscape navigator browser.

Step 9   The options for accessing your Internet Explorer browser are described below:

- Go to your Internet Explorer icon located on your desktop.

  Click on Start >> Programs >> Internet Explorer. In the browser address bar, enter https://www.medicaid.alabamaservices.org/ALPortal; and then press the **Enter** key on your keyboard."

  The options for accessing your Netscape browser are described below:

- Go to your Netscape Navigator icon located on your desktop.

  Click on Start >> Programs >> Netscape Navigator. In the browser address bar, enter https://www.medicaid.alabamaservices.org/ALPortal; and then press the **Enter** key on your keyboard."

  NOTE: If you have a default home page within your IE or Netscape browser a message may appear that it was unable to connect. Ignore this message and in the browser address https://www.medicaid.alabamaservices.org/ALPortal

Step 10   Continue to **Step 3** in section 13.1.2 Updating your Password for further instructions.
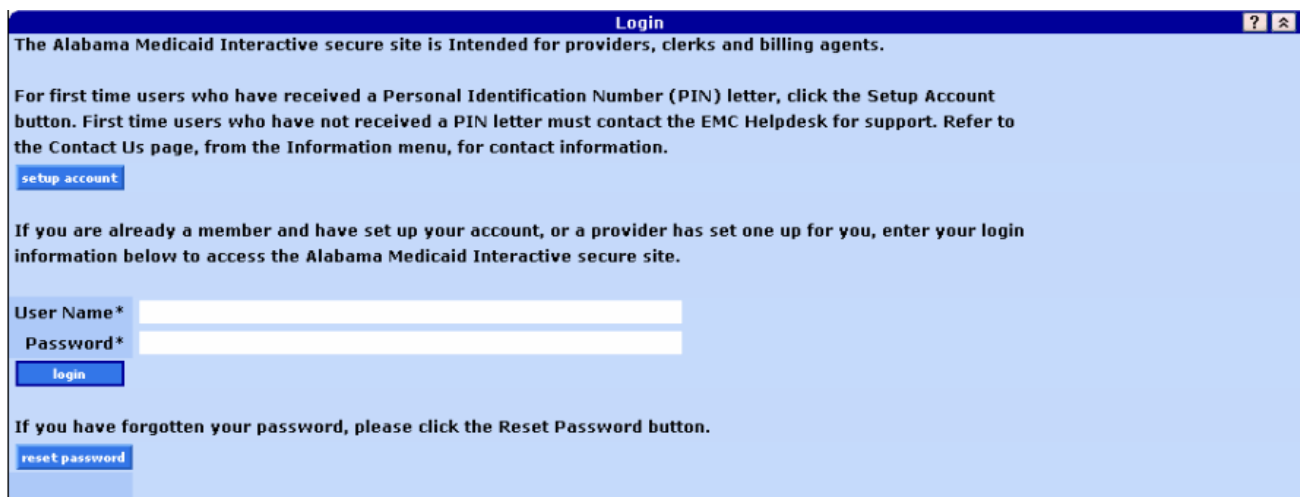
13.1.2 Updating your Password

Your password will need to be updated before a transmission can be attempted through the software. As a security measure, this password will need to be updated every 60 days. Follow the steps below to complete this process according to the method you use to connect to the Internet.

Step 1 Connect to the Web Server using either method as outlined above. Click 'Account' then 'Secure Site' to reach the Logon page.

Step 2 To change your password, follow steps 3 through 9.

Step 3 The main logon screen will look as follows:

Step 4 Type in the Web Logon ID and Web password you have keyed within your Tools >> Options screen. (Refer to section *2.4.2 Batch Tab)*

Step 5 Press the 'Login' button to continue.

Step 6 A screen should appear as follows:

Step 7 Enter your current and new password in the designated fields. Press the 'change password' button to continue.

Step 8 You will be notified if you have completed this update successfully.

Step 9 Go to Account>>Logoff and proceed to your Tools >> Options screen to enter your updated password. (Refer to section 2.4.2 Batch Tab)

Providers that use the LTC Admission Notification Software are required to use their new web user ID and password after creating one on the new Interactive Services website. In addition, users are required to request a new Trading Partner ID.

NOTE: To update the LTC Admission Notification Software with the new user ID and password, click on Tools >> Options within the Provider Electronic Software. Select the Batch Tab. Enter the new web user ID and password in the corresponding fields displayed.